

1

## WARRANTY

CCC determines that this is a warranty problem

CPU, MONITOR, PRINTER WARRANTY

MONITOR

NO

YES

CCC calls warranty vendor for service  
(Customer, CCC & vendor on 3 way conference)

Warranty vendor determines it is a monitor problem and schedule service  
(Customer, CCC & vendor on 3 way conference)

Monitor is replaced and customer calls CCC to update call

If monitor not under warranty, CCC pulls up break/fix web site and fill out replacement form and submit

**(This step has been discontinued due to Phase III PC Replacement Program)**

CPU

YES

CCC calls warranty vendor for service  
(Customer, CCC & vendor on 3 way conference)

Warranty vendor determines it is a CPU problem and schedules a service service  
(Customer, CCC & vendor on 3 way conference)

Service provider arrives on site, repairs CPU. Customer calls CCC to update call

NO

NO

PRINTER

YES

CCC pulls up break/fix web site and fill out information that customer is supplying for replacement and submit.